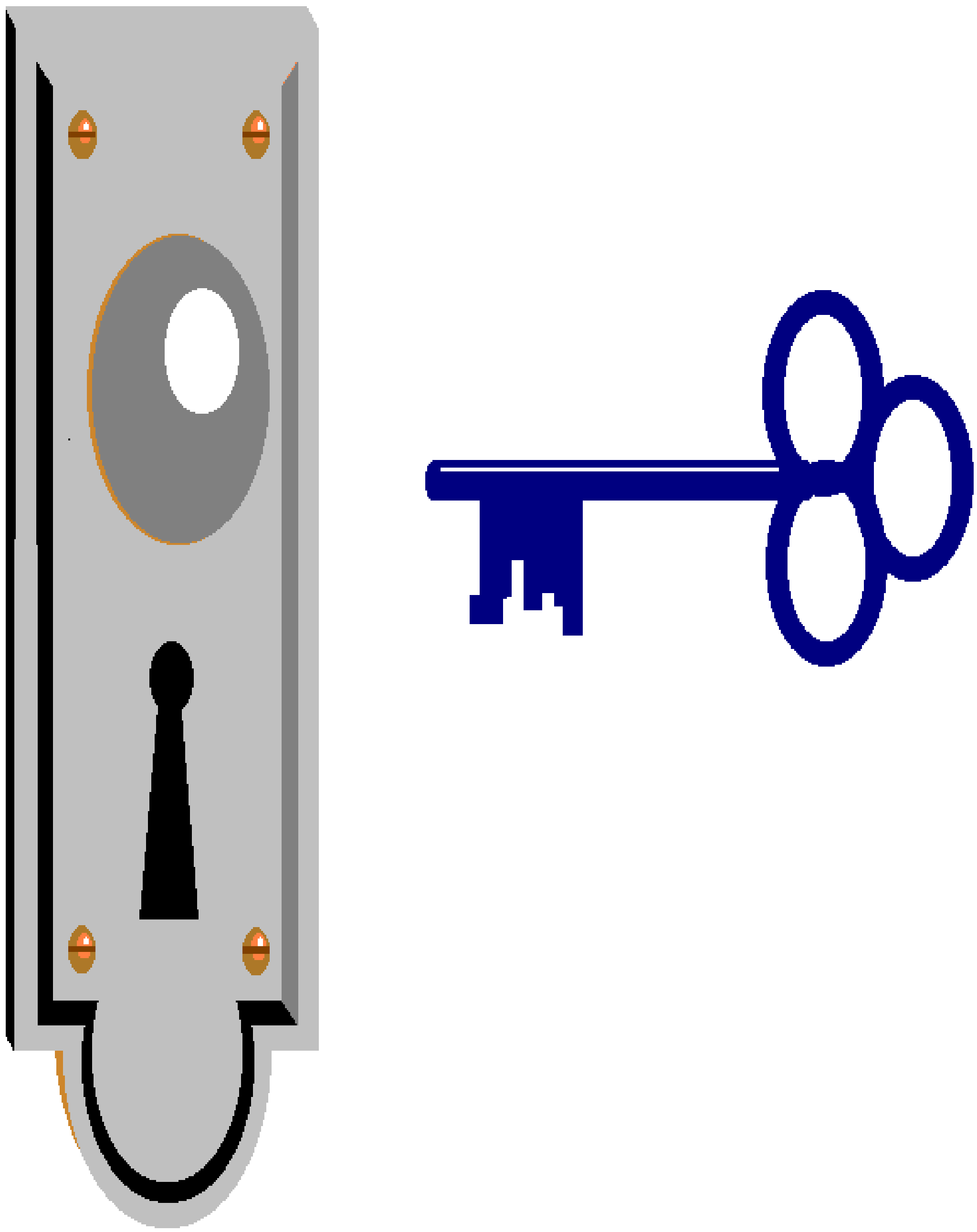
REGISTRATION



Registration - Registration Entry

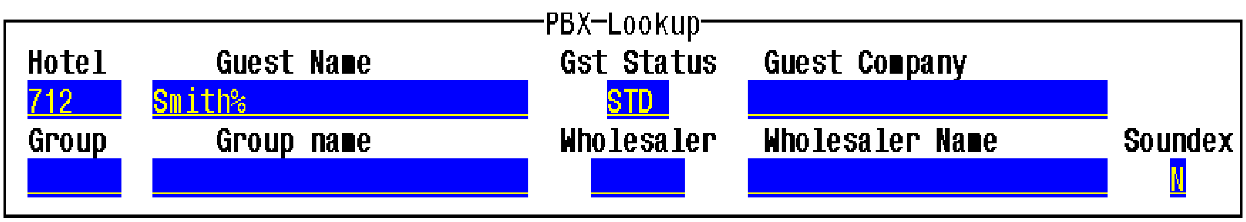
The Registration Entry portion of the application allows checking guests into the hotel with an existing reservation, without a reservation (walk-in guest), and to create Information Only accounts that can be used to allow a guest access to the services and amenities of the hotel without occupying a room.

Registering A Guest With An Existing Reservation

1. From the Main Menu, select Registration Menu

2. Select Registration Entry

3. At the Registration Entry screen, type the guest's reservation number in the Arrive Date field. If the reservation number is not available, search for the reservation by the guest's last name, first name, or credit card number. Once the guest's reservation is on the screen any Special Service Codes, Messages, or Comments relating to this reservation flash to attract the attention of the user.
Note: The property may set up the reservation screen run order to automatically go into the Special Services, the Remarks/Comments, and the Guest Message screens when there is data in these fields.
Note: To Search for a guest by name press the [Enter Query] key. Type in the last name of the guest to search for. Example: If looking up *John Smith*, type in Smith and press [Enter]. After this, notice that Geac places a % sign after the name. In computer terms this is called a wildcard. It returns all names that have Smith in them. So Sm is typed in return of all names that start with Sm are displayed. After entering the last name or first couple of letters press the [Execute Query] key. Arrow down to highlight the guest to be retrieved. Press [Enter] to bring up the guest information.



Note: If the reservation cannot be found by the guest's name, it may have been booked via a company or travel agent. Search as before, typing the company or travel agency name as an alternative to the guest's name.

4. Check the room status of the guest's reservation. The Room Status field is located in the second block of information.
Res - Reserved. Guest has not yet arrived at the hotel.
Pend - Pending. Guest has checked in, but has not yet been assigned to a room.
Reg - Registered. Guest has arrived at and has already been assigned to a room.

5. If the room has a status of Res press [Actions] and select Register. If the guest has a status of Pend press [Next Block].

6. The cursor moves to the CI (check in) field in the Rate Schedules block. Select a room for the guest. Typing a "Y'" at the CI field a Room Suggestion block appears with rooms that are vacant and clean and of the same room type indicated in the reservation. When an acceptable room is found press [Enter] and go to step 16. Otherwise go to step 7.

7. A search for a room can be executed using different search options. Press [Exit] to close the Room Suggestion block.

8. Press [Left Arrow] once so that the cursor is in the Room Number field.

9. Press [Enter Query]. The following box appears:

10. To search for a room, as little or as many of the following search criteria fields may be selected as necessary. Up to four choices can be selected for Accom, Floor, Feature, and Wing.
- **Accom** –Type an Accommodation Code. [List Values] may be used to look up the options.
- **Floor** –Type a floor number
- **Feature** –Type a Room Feature. List Values] may be used to look up the options.
- **Wing** –Type a Wing Code. List Values] may be used to look up the options.
- **Connecting Room** –Type “Y” to find connecting room only. Type “N” to exclude connecting rooms. Leave the field blank to include connecting rooms as well as stand-alone rooms.

11. Press [Execute Query].

12. A list of rooms that meet the search criteria and are available during the dates of the guest’s stay appears. Select the room to be assigned using the arrow keys and press [Enter] when the cursor is on the desired room number.

13. When selecting a room number that does not match the accommodation type of the original reservation the system prompts the following question:

Room XXX does not match the accom code of XXX. Do you wish to continue (Y/N)?

To continue with the room selected type “Y”. To select a different room type “N” and repeat the steps to select a room for the guest.

14. The system prompts the following question:

Do you wish to adjust the room rate? Enter Y or N only

By typing 'Y' the system adjusts the room rate to reflect the appropriate rate attached to that room type. The cursor moves to the Adults field. Press [Enter] four times to move the cursor to the CI field and type “Y” to check in the guest. By typing 'N' the system leaves the rate as it was originally quoted regardless of the new room type.

15. The cursor moves to the CI (stands for Check-In) field. Type “Y” to check in the guest.

16. Fill out and/or edit any fields of the reservation as needed.

17. Press [Save]

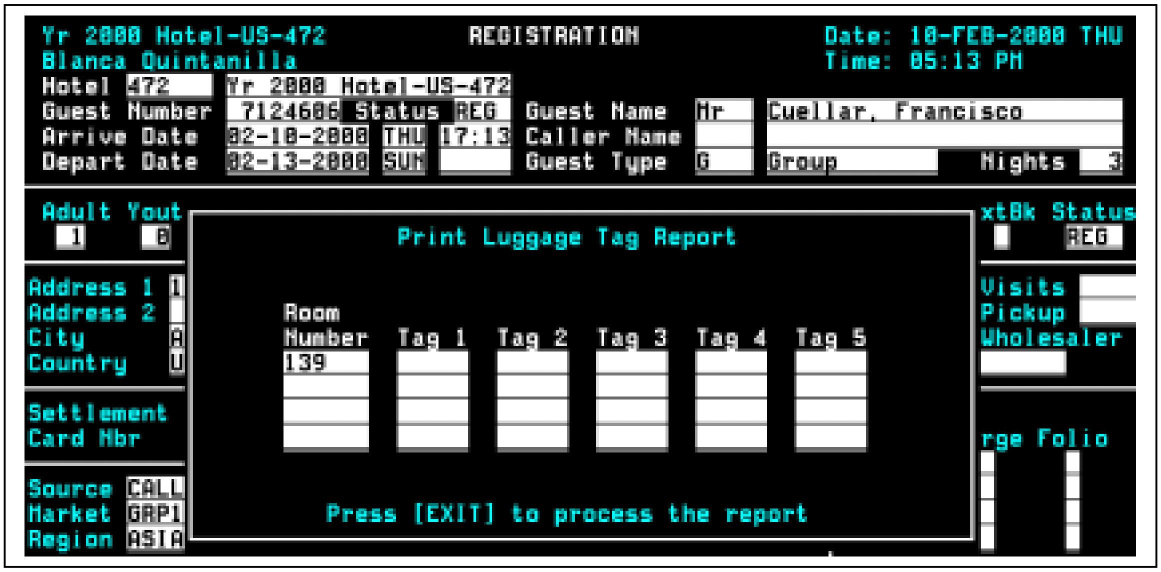
Note: Be sure the room status is Reg so that the revenue is booked correctly. When pressing [Save] and the status of the guest is Pend, the guest’s reservation needs to be brought back to the screen, press [Next Block], and then type “Y” at the CI field.

Registering A Guest Without A Reservation/Walk-In

1. From the Main Menu, select Registration Menu
2. Select Registration Entry
3. At the Registration Entry screen press [Actions]
4. Select Walk-In.
   - **Arrive Date -** The Arrive Date is automatically filled in with today's date.
   - **Guest Number -** System generated.
   - **Status –** The status of Reg is automatically entered by the system.
   - **Depart Date -** Type the Departure Date or the number of nights the guest is staying.
   - **Guest Name -** Type the guest's title and name in the appropriate format. (Last Name, First Name)
   - **Caller Name -** Type the guest's title from above.
   - **Guest Type –** Type the type of guest or press [List Values] and select the appropriate guest type.
5. After choosing a guest type the cursor moves to the Rate Schedule block.
   - **Adult -** Type the number of adults occupying the room.
   - **Youth -** Type the number of youths occupying the room.
   - **Child -** Type the number of children occupying the room.
   - **Rate Schedule –** Press [List Values] to determine available Rate Schedules.
   - **Accom –** Press [List Values] to determine available Room Types.
   - **Room Rate -** This field is filled in automatically based on the rate schedule and accommodation code selected.
   - **Ovr -** Type "Y" to override the rate given. Type "N" or [Enter] to leave the rate as it is. **Note:** When typing "Y" the cursor moves to the Room Rate field allowing editing the room rate. The agent must be set up in security to have access to override the room rate.
   - **C/I –** When selecting 'Y' the system automatically selects a room number for this guest based on the accommodation code and rate schedule selected. If no room is available that matches the accommodation code, the Room Selection screen automatically appears. Follow the directions listed in the previous section to select another room.
6. Proceed through the rest of the required information as prompted following the procedures as outlined in the Reservations Handout.
7. When all the required information is entered press [Save].

Luggage Tags

The luggage tags feature allows agents to efficiently manage luggage distribution after a large group of guests check in and leave the front desk. When registering a guest, after pressing [Save], a window pops up allowing a luggage tag report to be printed. The port master must first be set up with a luggage tag printer before this feature may be used.



Another way to print the luggage tag is the following:

1. From the Main Menu, select Registration Menu
2. Select Registration Entry
3. At the Registration screen type the guest's room number of use [Enter Query] to find the guest.
4. Press [Quick] and type "PL" to print luggage tags
5. Press [Exit]
6. Press [Save]

Auto Registration

Auto registration allows checking in multiple guests very quickly by bypassing the Settlement information field. The system uses the form of payment that was used to book the reservation originally.

1. From the Main Menu, select Registration Menu.
2. Select Registration Entry
3. At the Registration Entry screen press [Actions]
4. Select Auto Registration.
5. The Hotel Guest Lookup screen appears allowing searching for the guest as described previously in this document.
6. After locating the guest, the system displays that guest's information on the screen and places the cursor in the CI field of the Rate Schedule block. Type "Y" to check the guest in. The Room Selection box appears and suggest acceptable rooms for the guest based on the original accommodation code.
7. After registering a guest, the Hotel Guest Lookup screen appears allowing searching for the next guest to auto register.

Group Check-in

See the Group Processing handout.

Creating An Information Only Account

An Information Only account is used to allow a person who is not registered at the location to use the outlets and amenities of the property without being registered to a room. An Information Only account is valid for one day and check out automatically during the Night Audit. A room number cannot be assigned to an Information Only account. An Information Only account can also be used to post Banquet Charges and to post payments received when a FOBO interface does not exist.

1. From the Main Menu, select the Registration Menu
2. Select the Registration Entry
3. At the Registration Entry screen press [Actions]
4. Select Information Only.
   Note: The arrive date, depart date, and guest type are automatically entered. A Rate Schedule is not necessary as an Information Only account is not assigned a room.
5. Press [Quick] and type GA for Guest Address
6. Type the guest's address.
7. Press [Quick] and type SE for Settlement
8. Type the guest's settlement.
9. Press [Quick] and type MA for Marketing
10. Type the guest's marketing information.
11. Press [Save]

Sharewith And Travelwith

A sharewith reservation allows one room to be occupied by two or more guests, each guest with their own folio. A travelwith is used when two or more guests are travelling together and are expected to arrive at the hotel at the same time. Each travelwith guest has his or her own reservation, room number, and folio. Using the travelwith function allows pulling up the second guest's reservation immediately after checking in the first guest. However, when using the travelwith function only one reservation can be brought up on the screen and the remaining are locked.

1. From the Main Menu, select the Registration Menu.
2. Select Registration Entry
3. At the Registration Entry screen, type the guest's reservation number in the Arrive Date field or search for the guest's name.
   Note: A Sharewith reservation is noted by an asterisk to the left of the Adults field in the Rate Schedule block.
4. Use the standard registration procedure to check in the first guest.
5. Once finished registering the first guest the system prompts for the following question:

Do you wish to register the next sharewith or travelwith? Enter Y or N only

   If all guests traveling together are present type "Y" to register next guest. The guest's registration information appears on the screen and that guest may be checked in using the standard registration procedures. If only one traveller is present type "N" to check only the first guest in. At this time the registration of the first guest is complete and a blank registration screen is displayed

Note: If there are three or more travellers and only two are present, the system does not allow choosing which sharewith it brings to the screen next. Answer “N” and bring up the next guest’s reservation following the standard registration procedures.
Note: When checking a sharewith guest into a room after at least one sharewith is already registered, the system asks prompts the following question:

> Guest will be checked into a room Occupied by Sharewith.
>
> Do you wish to continue? (Y/N)

Type “Y” to register the guest.
Type “N” if the guest is not going to be checked in at this time.

6. Press [Save]

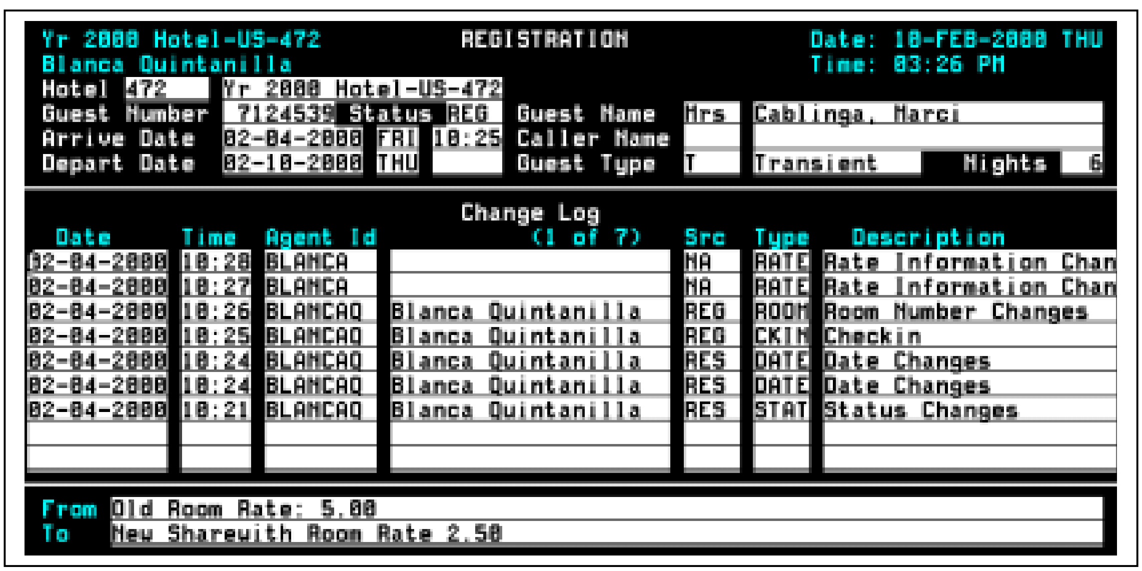
Modifying Or Updating Registration Information

It may become necessary at times to change information about an already registered guest. A guest may want to leave a different credit card than the one used at check in, there may be a misspelling in the guest’s address or name, or the guest may have decided to depart on a different date.
For example, to change the settlement information do the following:

1. From the Main Menu, select Registration.
2. Select Registration Entry.
3. At the Registration Entry screen type the room number to modify, or use [Enter Query] to find the guest by name.
4. Press [Quick] and type SE to go to the Settlements field.
Note: When unsure on how to get to a certain block of information, press [Quick] and then press [List Values].
5. The cursor is now in the Settlements field and the information may be edited as necessary.
6. After making the necessary changes press [Save].

Change Log

The change log documents any modifications made to a guest record since the original reservation was made.



Yr 2000 Hotel-US-472   REGISTRATION   Date: 10-FEB-2000 THU
Blanca Quintanilla   Time: 03:26 PM
Hotel 472 Yr 2000 Hotel-US-472
Guest Number 7124539 Status REG   Guest Name Mrs Cablinga, Marci
Arrive Date 02-04-2000 FRI 10:25   Caller Name
Depart Date 02-10-2000 THU   Guest Type T Transient   Nights 6

Change Log (1 of 7)

Date	Time	Agent Id		Src	Type	Description
02-04-2000	10:28	BLANCA		NA	RATE	Rate Information Chan
02-04-2000	10:27	BLANCA		NA	RATE	Rate Information Chan
02-04-2000	10:26	BLANCAQ	Blanca Quintanilla	REG	ROOM	Room Number Changes
02-04-2000	10:25	BLANCAQ	Blanca Quintanilla	REG	CKIN	Checkin
02-04-2000	10:24	BLANCAQ	Blanca Quintanilla	RES	DATE	Date Changes
02-04-2000	10:24	BLANCAQ	Blanca Quintanilla	RES	DATE	Date Changes
02-04-2000	10:21	BLANCAQ	Blanca Quintanilla	RES	STAT	Status Changes

From Old Room Rate: 5.00
To New Sharewith Room Rate 2.50

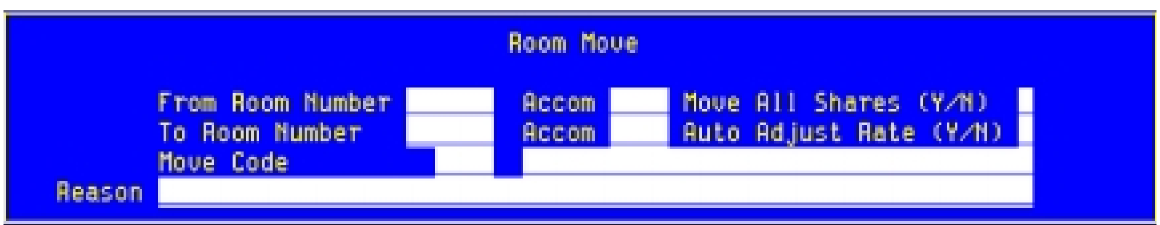
To look up the change log

1. From the Main Menu, select Registration
2. Select Registration Entry
3. At the Registration Entry screen, once the guest reservation is brought up, press [Quick] and type CL for Change Log.
4. The following screen is displayed:
5. The system now displays any changes that have been made within this reservation. Within the Change Log screen the following information is displayed:
   - **Date -** The date the modification was made.
   - **Time -** The time the modification was made.
   - **Agent ID -** The agent that made the modification.
   - **(1 of x) -** The current record at view and the total number of records.
   - **Src -** The screen where the modification was made.
   - **Type -** The type of modification.
   - **Description -** A Description of the type of modification.
6. Use the arrow keys to move the cursor over the record to view. As the cursor is moved detailed information appears underneath the change log records showing what the record was changed from and changed to.
7. To exit the record press [Clear] or [Save].

Room Move

The room move function allows moving an already registered guest into a different room.

1. From the Main Menu, select Registration
2. Select Registration Entry
3. At the Registration Entry screen, type the guest's room to bring the registration information
4. Press [Actions]
5. Select Room Move.
6. The following screen is displayed:



   Type the following data in the appropriate field.
   - **From Room Number -** Current room number
   - **Move all Shares -** Type 'Y' to move all guests including any sharewiths. Type 'N' to move this guest only.
   - **To Room Number -** Room to which that the guest is moving. [Enter Query] may be used to search for a room while the cursor is in this field.
   - **Auto Adjust Rate -** Type "Y" to have the system automatically adjust the rate based on the new accommodation code. Type "N" to leave the rate as it is regardless of the new accommodation code.
   - **Move Code –** Type the move reason code. [List Values] may be used to select the appropriate code.
   - **Reason –** This is a free form text field that allows typing a more detailed explanation of the room move reason if needed.
7. Press [Save]

Day Use Guest Without A Reservation

1. Follow the procedure to create a walk-in reservation and type the number of nights as 0 or the departure date the same as the arrival date. The status automatically defaults to REG and the guest type defaults to Day Use.

2. Continue with the rest of the reservation as usual.
Note: The rate schedule may only be a Day Use type. Upon Registration of a day use guest the system automatically charges the room rate and any special services to be charged directly to the folio.

Day Use Guest With A Reservation

- To register a day use guest with a reservation is done in the same way as a normal reservation.
- To convert a day use reservation into a regular reservation, simply type in the number of nights the guest wishes to stay or change the departure date. When converting a Day Use guest into a regular guest, the automatic charges posted to the guest when the Day Use reservation was checked in must be removed, if necessary.

Did-Not-Arrive Reservation (DNA)

When a guest did not show up the night before, the reservation becomes a Did-Not-Arrive reservation the next day. The reservation record is still in the system until after the departure date on that reservation. If the guest comes in after the original arrival date but before the departure date, it is still possible to register the guest.

1. From the Main Menu, select the Registration Menu
2. Select Registration Entry
7. At the Registration Entry screen, type the guest's reservation number in the Arrive Date field or use [Enter Query] to find the guest by name.
3. Once the reservation is on the screen, press [Actions] and select Register.
4. After selecting Register from the Actions menu, two things happen. One, the arrival date is changed automatically to today's date, and the departure date is also changed to match the length of stay of the reservation (i.e. if the reservation was for two nights, the departure date changes automatically to two days from today's date). Two, the following window comes up in the middle of the screen:

This reservation will be reinstated before register. Do you wish to continue? (Y/N)

5. Press "Y" to continue with the registration process. From this point on follow the standard registration procedures.
Note: Remember to verify with the guest on the departure date before pressing [Save] since the departure date was changed by the system to match the original length of stay of the reservation, but the guest might be leaving either earlier or later.

Cancelled Reservation

When a guest cancelled the reservation the reservation status changes to CXL. The reservation record is still in the system until after the departure date on that reservation. If the guest comes before the departure date, it is still possible to register the guest.

1. From the Main Menu, select the Registration Menu
2. Select Registration Entry
3. At the Registration Entry screen, type the guest's reservation number in the Arrive Date field or use [Enter Query] to find the guest by name.

4. Once the reservation is on the screen, press [Actions] and select Register.
5. After selecting Register from the Actions menu, two things happen. One, the arrival date is changed automatically to today's date, and the departure date is also changed to match the length of stay of the reservation (i.e. if the reservation was for two nights, the departure date changes automatically to two days from today's date). Two, the following window comes up in the middle of the screen:

This reservation will be reinstated before register. Do you wish to continue? (Y/N)

6. Press "Y" to continue with the registration process. From this point on follow the standard registration procedures.
Note: Remember to verify with the guest on the departure date before pressing [Save] since the departure date was changed by the system to match the original length of stay of the reservation, but the guest might be leaving either earlier or later.

Guest Arriving Early

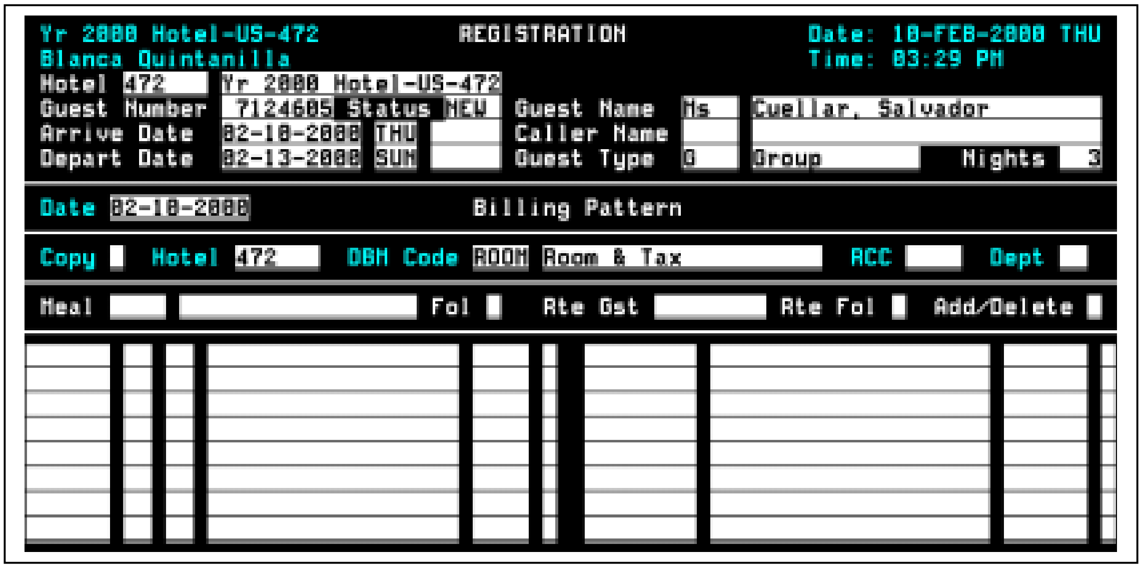
It is possible to check in a guest who arrives earlier than the reservation's arrival date.

1. From the Main Menu, select the Registration Menu.
2. Select Registration Entry.
3. At the Registration Entry screen, type the guest's reservation number in the Arrive Date field or use [Enter Query] to find the guest by name.
4. Press [Actions] and select Register.
5. After selecting Register from the Actions menu, the arrival date is changed to today's date automatically, and the departure date is also changed to reflect the length of stay of the reservation (same scenario as checking in a DNA reservation).
6. From this point on follow the standard registration procedures.
Note: Remember to verify with the guest on the departure date before pressing [Save] since the departure date was changed by the system to match the original length of stay of the reservation, but the guest might be leaving either earlier or later.

Individual Billing Pattern

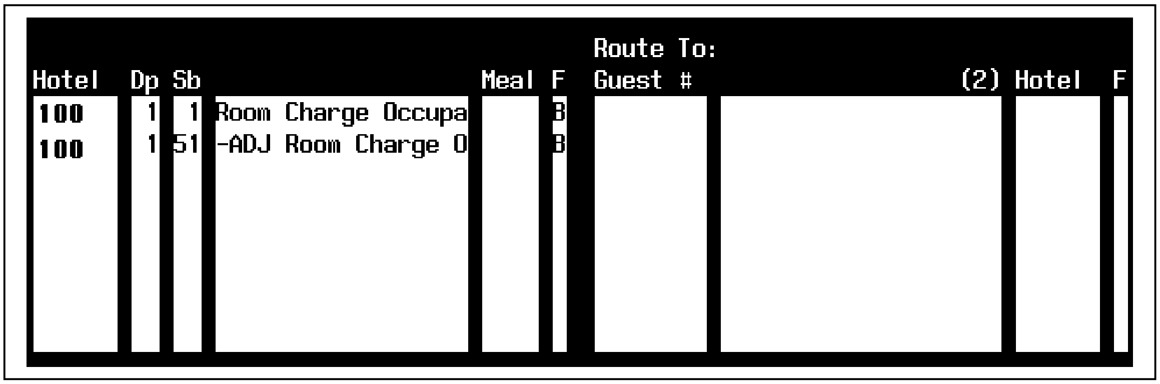
There are times a guest might like to have a different folio for room and tax and incidentals, or guest A is going to take care of guest B's charges. This can be done in the **Billing Pattern** window on the reservation or registration screen so the charges are automatically routed to the correct folio(s) when they occur.

1. From the Main Menu, select the Registration Menu
2. Select Registration Entry
3. At the Registration Entry screen, type the guest's reservation number or room number in the Arrive Date field or search for the guest's name.
4. Press [Quick] and type **BP** to go to Billing Pattern window



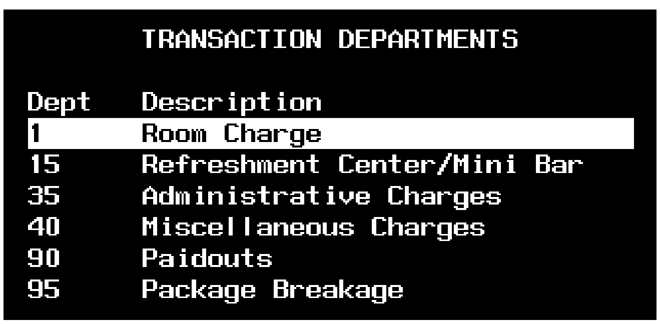
5. At the Date field, today's date is populated there. If that date is correct, press [Enter] to go to the next field. If it is not correct, the up or down arrow keys can be used to go back or forward on dates.
   Note: The arrival date of the reservation is the first available date for billing pattern, and the departure date of the reservation is the last available date for billing pattern.
6. Press [Enter] to pass the Hotel number field because the hotel number should be there already.
7. At DBM Code field, press [List Value] to see a list of preset billable charge codes in the system. If the reservation is to charge room and tax to a different folio, select the one that has a description of room and tax. Once the code is selected, the following block appears right underneath the DBM Code Block:

The cursor should flash at Fol field. This is the field to specify which folio on this guest reservation that room and tax should be routed to. Press [List Value] to select a folio ID (A, B, D – K), or simply just type in the letter. If the charges are to be routed to another guest's folio, leave the Fol field blank and press [Enter] to Rte Gst field. Press [Enter Query] to search by the guest name of the reservation (Guest B) that is to pick up the charges for this specific guest (Guest A) or simply type in the reservation number for Guest B if the number is known. The cursor moves on to Rte Fol field, which is the place to specify which folio on Guest B would the charges be routed to. Once the ID letter is selected, the cursor is at Add/Delete. To add the transaction codes that are to be routed to a different folio, type "A" and press [Enter]. To delete, type "D" and press [Enter]. The system now adds all the transaction codes under that special DBM Code chosen and lists them all on the bottom block.



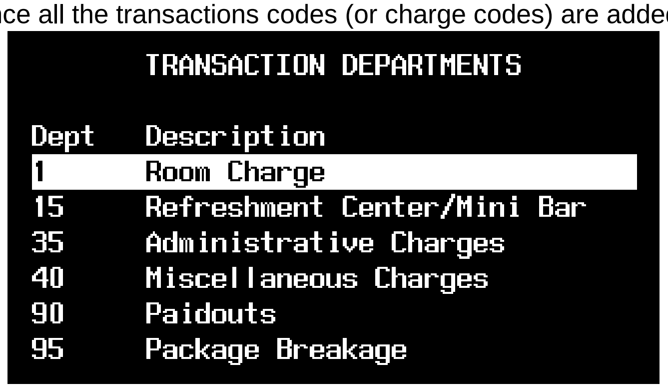
8. At this point one billable charge code is added. If more codes are to be added, repeat the last step.
9. If any of the transaction codes need to be deleted, press [Next Block] and use the up or down arrow keys to highlight the transaction code, and then press [Delete]. The system asks, “Are You Sure? Y/N”. Simply answer the question and the transaction code should be deleted.
10. RCC (stands for Revenue Class Code) or Dept are two other areas that can be used to route a charge. They can be used in combination with DBM Code, or individually. The steps to add a RCC code or a department (revenue department, e.g. room revenue, mini bar, etc.) are the same as adding a DBM code. If a food and beverage department is chosen, when the block comes up to prompt for the folio ID, it stops at Meal first to see whether a specific meal period is to be added (breakfast, lunch, etc.). If all meal periods are to be routed, just leave this field blank by pressing [Enter], otherwise press [List Value] to select the meal period to be added.

What it looks like when press [List Value] at RCC field:



What it looks like when press [List Value] at Dept field:

11. Once all the transactions codes (or charge codes) are added, be sure to move the cursor to



Copy field and type "Y" to copy the setup to the days that the charges is routed. Once "Y" is typed in that field, a block appears to prompt for the days for copy. The From Date is the date the setup is done, the To date can be any date after the From date and up to the departure date of the reservation. On the field of Override, type "Y" if the setup should override any charge route that was set up before and automatically reroute the charges according to the new setup, or "N" to leave whatever charges that are already incurred the way they are now.

12. Press [Enter] and the system does the copying process.
13. Press [Save] once copy is done.

Individual Pattern Rebuild Process

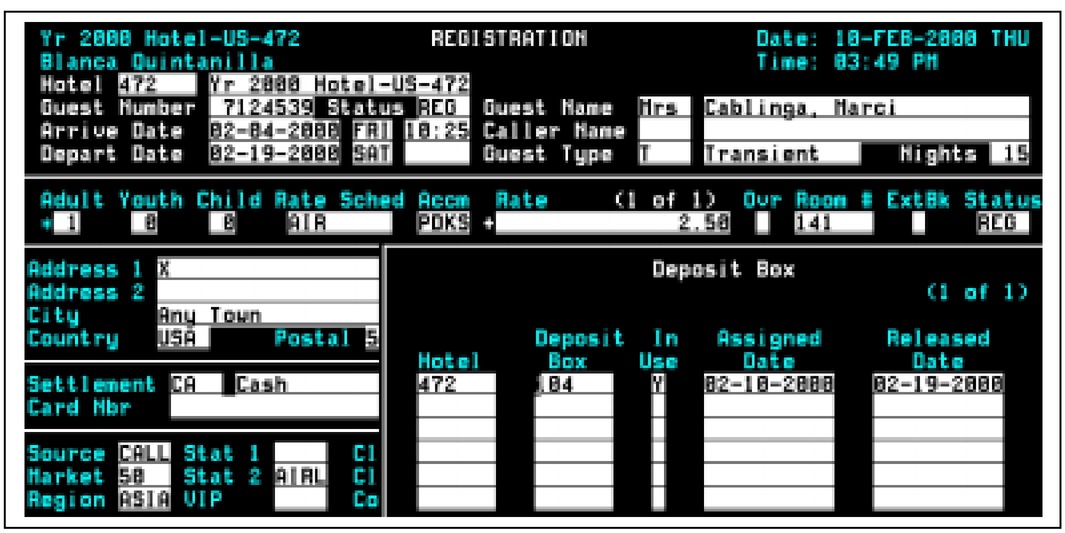
When an individual billing pattern is changed during the guest's stay, the agents can run the individual billing pattern rebuild **(ibprb)**. This process makes any necessary changes to the folios.

1. From the Main Menu, select Registration Menu
2. Select Registration Report Menu
3. Select Ind. Bill Ptrn Rebuild
4. Type "N" for now or press [Enter]
5. Type "T for terminal
6. Type the Guest Number or use [Enter Query] to find the guest
7. On Reset Folios type "Y"
8. Press [Save]
9. When the process is complete a message "Hit <RETURN> to continue" is displayed. Press [Enter].
10. Press [Exit]

Deposit Boxes

In order to set up a deposit box, the deposit boxes must be set up in the Database Maintenance Menu. Deposit boxes can only be added to registered guests and cannot be pre-assigned.

1. From the Main Menu, select Registration Menu
2. Select Registration Entry
3. Type the room number of the guest or use [Enter Query] to find the guest
4. Once the reservation is retrieved, press [Quick] and type "DB" to go to Deposit Box
5. Fill out the fields



- **Hotel:** The hotel number where the guest is registered is automatically filled in.

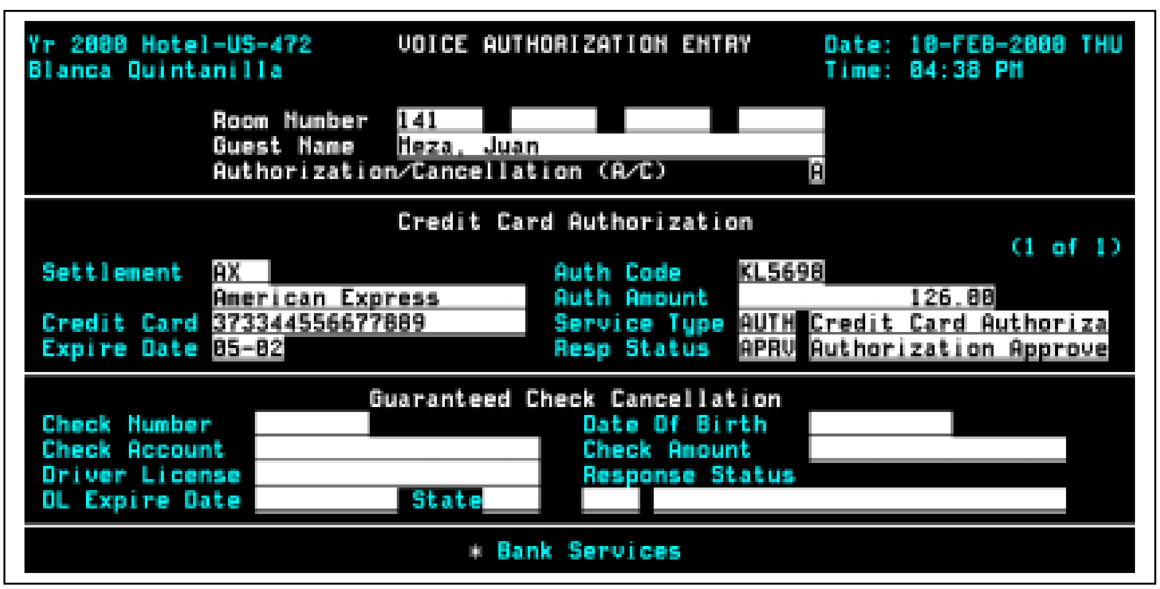
- **Deposit Box:** This is the number of the deposit box to be in use by the guest.
- **In Use:** Type "Y" if is to be marked in use by the current guest.
- **Assigned Date:** Today's date is entered by the system
- **Release Date:** The departure date is entered by the system

Voice Authorization

Voice authorization is used in case the bank authorization does not go through. One reason an authorization may not go through is the modem lines to the bank processor may be down.

1. From the Main Menu, select Registration Menu
2. Select Voice Authorization
3. Fill in the fields is the Voice Authorization screen
- **Room Number:** Type the room number for the guest or use [Enter Query]
- **Guest Name:** The guest name is automatically mapped in by the system
- **Authorization/Cancellation (A/C):** Type "A" for a credit card authorization or type "C" for a check guarantee cancellation.

4. When typing "A" the message "No Referrals or Pending Authorizations on File. Continue? (Y/N)" appears. Type "Y".
- **Settlement:** The type of payment in the settlement window for this guest. This field is automatically entered by the system.
- **Credit Card:** The credit card number when using a credit card. This field is automatically entered by the system.
- **Expiration Date:** The date the credit card expires. This field is automatically entered by the system.
- **Auth Code:** Once the authorization has been received from the credit card processor, the code given to the agent is typed in this field.
- **Auth Amount:** The amount the processor authorized the agent to charge to that credit card.
- **Service Type:** The Bank Service Request Type. This field is automatically entered by the system.
- **Resp Status:** The Bank Transaction Response Status. This field is automatically entered by the system.



5. Press [Save]

The following screens are for future use only:

- Modify Group Members
- Group Block Without Reservations
- Cancel Reservations Without Deposits
- Change Room Status